

Volkswagen of America, Inc.

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NVS-215

2004 APR 14 A 11:43

OFFICE OF
DEFECTS INVESTIGATION



3800 Hamlin Road
Auburn Hills, MI 48326
Tel. (248) 754-6000

April 13, 2004

Ms. Patricia Wallace
Recall Analyst for Safety Assurance
National Highway Traffic Safety Administration
NSA-11
U.S. Department of Transportation
400 Seventh Street, S.W.
Washington, DC 20590

**Subject: Recall Campaign WB (04V-107)
1998-2000 Model Year Winnebago Rialta Vehicles
Replace Two Engine Cooling Fans, Affix Underhood HVAC Information Label
and Affix Radiator Fan Service Position Warning Label**

Dear Ms. Wallace:

Pursuant to the requirements set forth in Part 573.6 of Title 49 of the Code of Federal Regulations, we are submitting three (3) copies of the following communications:

- Dealer Notification with Draft Customer Letter
- Customer Notification
- Work Procedure
- Accounting Procedure

Sincerely,

Maria Cotter
Product Compliance

Enclosures

Volkswagen of America, Inc.



3800 Hansen Road
Auburn Hills, MI 48006

April 2004

Subject: Safety Recall WB

Dear Volkswagen Dealer:

This letter is to inform you of the initiation of a safety recall involving some 1998-2000 model year Winnebago Rialta vehicles.

Section 154 (d) of the National Traffic and Motor Vehicle Safety Act of 1966 mandates that dealers correct, prior to delivery for the sale or lease, any vehicle which fails to comply with an applicable Federal Motor Vehicle Safety Standard or which contains a defect relating to motor vehicle safety. **It is therefore imperative that any vehicle in your inventory that is affected by this recall is corrected prior to delivery for sale or lease.**

The affected vehicles require replacement of the two engine cooling fans and the application of a radiator fan service position warning label. Additionally, the air conditioning system on affected vehicles must be recharged, and a revised A/C pressure label must be applied.

Please verify that the vehicle's A/C system is functioning prior to performing any work. If the system is not functioning, please inform the customer of this fact prior to performing the work and also be sure to make a note on the repair order accordingly.

The special tools required for this safety recall are in transit and should arrive at your location shortly. An initial allocation of parts will be sent to you, and your facing parts depot will also have all the necessary replacement parts available soon. You will have received an allocation list with this letter if there are affected vehicles located within your area of responsibility.

We realize that you may not normally service Winnebago Rialta vehicles; however these repairs can be performed without lifting the vehicle in your service area. We ask that you extend every Winnebago Rialta owner who brings their vehicle to your shop for this safety recall the same high level of courtesy and service as you do for all of our Volkswagen customers.

Please refer to **Safety Recall Circular WB** posted on web VESIS and on the VW HUB for additional information, and please be sure to share this information with all personnel with campaign-related responsibilities.

Thank you for your cooperation and assistance in this important matter.

Sincerely,

A handwritten signature in cursive script that reads "Maria Cotter".

Maria Cotter
Product Compliance

Important! Please Provide A Copy To All Personnel With Campaign-Related Responsibilities!



Safety Recall Circular

Code: WB

April 2004

**Subject: 1998–2000 Model Year Winnebago Rialta Vehicles
Replace Two Engine Cooling Fans, Affix Underhood HVAC
Information Label and Affix Radiator Fan Service Position
Warning Label**

This is to inform you of the initiation of a safety recall involving some 1998–2000 model year Winnebago Rialta vehicles.

Problem Description Volkswagen has found that the affected 1998–2000 model year Winnebago Rialta vehicles (built on EuroVan incomplete chassis) have two engine cooling fans that may fracture and break apart, creating a risk of personal injury and vehicle damage.

Remedial Action Replace two engine cooling fans, affix an underhood HVAC information label, and affix a radiator fan service position warning label.

Vehicle Identification Number Range The vehicles affected by this recall action are within the following vehicle identification number range:

1998–2000 Winnebago Rialta
WV3__70_WH009838 – WV3__70_YH152482

Please note that the above VINs represent the lowest and highest serial numbers of affected vehicles. Use of the OTIS campaign inquiry system will allow you to determine whether or not a particular vehicle, within the above VIN range, requires the corrective work.

Limitation of Sale or Lease of Certain Vehicles Section 154 (d) of the National Traffic and Motor Vehicle Safety Act of 1966 mandates that dealers correct, prior to delivery for the sale or lease, any vehicle which fails to comply with an applicable Federal Motor Vehicle Safety Standard or which contains a defect relating to motor vehicle safety. It is therefore imperative that any vehicle in your new or used car inventory and affected by this recall is corrected prior to delivery for sale or lease.

Owner Notification Mailing Volkswagen will notify all known owners of affected vehicles directly by first-class mail on or about April 5, 2004. A sample copy of the owner letter is enclosed for your information.

Parts Information

You will automatically receive an initial supply of 10% of the repair kits, part number 100 959 455N, based on your vehicle allocation.

<u>Quantity</u>	<u>Part Number</u>	<u>Part Name</u>
2	100 959 455 N	Repair Kit
	134a Refrigerant (NOT INCLUDED IN REPAIR KIT)	

Thereafter, additional repair kits are to be ordered by you from your Parts Distribution Center by placing an order with Special Services, using the applicable e-mail address below

402VWQA402SpecialServices@vw.com
 405VWQA405SpecialServices@vw.com
 410VWQA410SpecialServices@vw.com
 414VWQA414SpecialServices@vw.com
 422VWQA422SpecialServices@vw.com

Special Tool

A special latch tool with bolts, # T10253, will be provided to Service Managers under separate cover. This tool will be free of charge; however, it remains the property of Volkswagen of America, Inc. It is your responsibility to safeguard this latch tool.

**Time
Requirements/
Reimbursement**

To ensure prompt and proper payment, be sure to enter, immediately upon completion of the repair work, the applicable reimbursement code listed below. Claims will only be paid for vehicles that show the WB code in the OTIS View Campaign Inquiry screen on the day of repair.

WB Data Entry Procedure

Repair Code (Damage Code Field)	Time Units	Work Scope
WB 12	130 T.U.	- Replace two engine cooling fans 2 100 959 455N Repair Kit - Affix radiator fan service position warning label; - Affix HVAC Information label
WB 13	200 T.U.	- Replace two engine cooling fans 2 100 959 455N Repair Kit R-134a Refrigerant - Affix radiator fan service position warning label; - Affix HVAC Information label; - Discharge and recharge A/C system
<i>There is NO reimbursement for Vehicle Wash or Loaner Vehicle.</i>		

The system automatically enters part number and labor applicable to the above listed code.

For vehicles that, according to your information, cannot be corrected or reached, and one of the codes below best describe the reason, please enter one of the applicable codes into the system:

- WB 20 Customer Refused Repairs
- WB 30 Total Loss
- WB 40 Vehicle Stolen
- WB 50 Vehicle Exported

SUBLET8 At-A-Glance

If an additional amount of R-134a is needed that exceeds the original 1150g, please enter \$4.20 in the Sublet Parts field, as indicated on the chart below:

	SUB LBR	SUB PTS	LOANER
Refrigerant (R-134a), if necessary			

**Additional
Campaigns**

Some of the affected vehicles may be involved in an additional corrective action. Please check your OTIS View Campaign Inquiry screen so that any additional required work can be done simultaneously.

**Campaign
Verification**

For verification, always check the OTIS View Campaign Inquiry screen. The OTIS system is the only binding campaign inquiry and verification system; other systems are not valid and may result in non-payment of a claim.

Service Help

If you have a question regarding this or any other campaign, please call (800) 741-2919.

**Dealer Personnel
Information**

Please inform and/or provide a copy of this communication to every person in your dealership who has campaign-related responsibilities, including parts and accounting personnel.

Thank you for your cooperation.

Sincerely,



Maria Cotter
Product Compliance

Volkswagen of America, Inc.



3500 Hann Road
Auburn Hills, MI 48003

April 2004

**Subject: Safety Recall WB
1998 - 2000 Model Year Winnebago Rialta Vehicles
Replace Two Engine Cooling Fans, Check and Adjust Air Conditioning System,
Install New A/C Pressure Label and Install Radiator Fan Service Position Warning
Label**

Dear Winnebago Rialta Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Volkswagen has decided that a defect, which relates to motor vehicle safety, exists in some 1998 - 2000 model year Winnebago Rialta vehicles. Our records show that you are the owner of one of these vehicles.

What Is The Problem?

The affected 1998 - 2000 model year Winnebago Rialta vehicles have two engine cooling fans that may fracture and break apart, creating a risk of personal injury and vehicle damage.

What Will Volkswagen Do?

In order to correct this defect, we will replace the two engine cooling fans on your vehicle, and install a radiator fan service position warning label on your vehicle.

We will also check the air conditioning system refrigerant charge in your vehicle. If the air conditioning system in your vehicle is able to hold a charge, we will adjust the refrigerant charge and install a revised A/C pressure label. If the air conditioning system in your vehicle is not able to hold a charge, we will only install a revised A/C pressure label. The remedy for the safety defect being addressed by this recall does not require that your air conditioning system be able to hold a charge.

What We Would Like You To Do

Please contact your authorized Volkswagen dealer and arrange for an appointment.

Lease Vehicles

[Redacted text block]

Reimbursement of Expenses

If you have previously paid for replacement of the two engine cooling fans, the enclosed form explains how to request reimbursement. We would be pleased to review your reimbursement request.

Service Help from Us

If your authorized Volkswagen dealer fails or is unable to remedy the defect free of charge within a reasonable time, please call or write to:

*Volkswagen of America, Inc.
Attn: Customer CARE Center – Hills East (WB)
3499 West Hamlin Road
Rochester Hills, MI 48309
1-800-893-5288*

If you still cannot obtain satisfaction, you may file a complaint with: Administrator, National Highway Traffic Safety Administration, U.S. Department of Transportation, 400 Seventh Street, SW, Washington, DC 20590. Telephone: (888) 327-4286.

We regret any inconvenience this matter may cause. We wish you many more years of driving pleasure in your Winnebago Rialta.

Sincerely,

Maria Cotter
Product Compliance

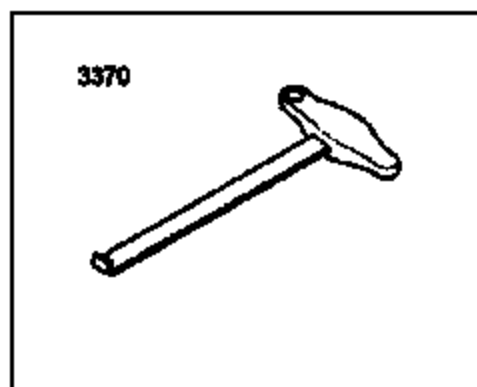
CAMPAIGN WORK PROCEDURE

WE Safety Recall

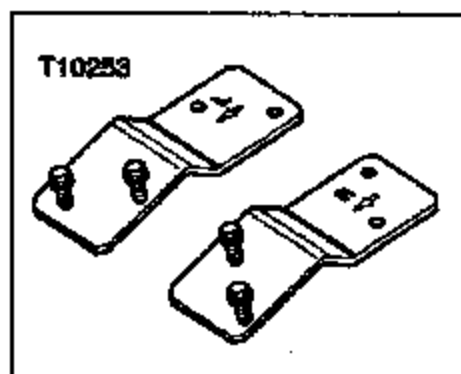
Parts:

Quantity	Part Number	Part Name
2	100 959 455 N	Repair Kit
	R-134a Refrigerant	(NOT INCLUDED IN REPAIR KIT)

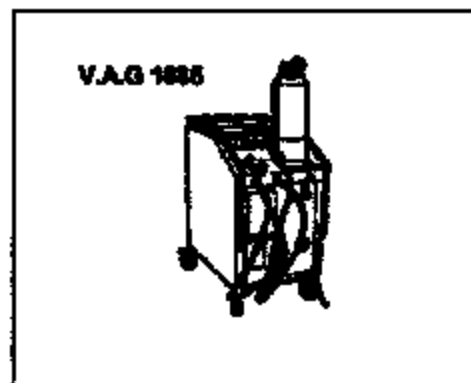
Special Tools



⇐ 3370 - Hook tool (or equivalent)

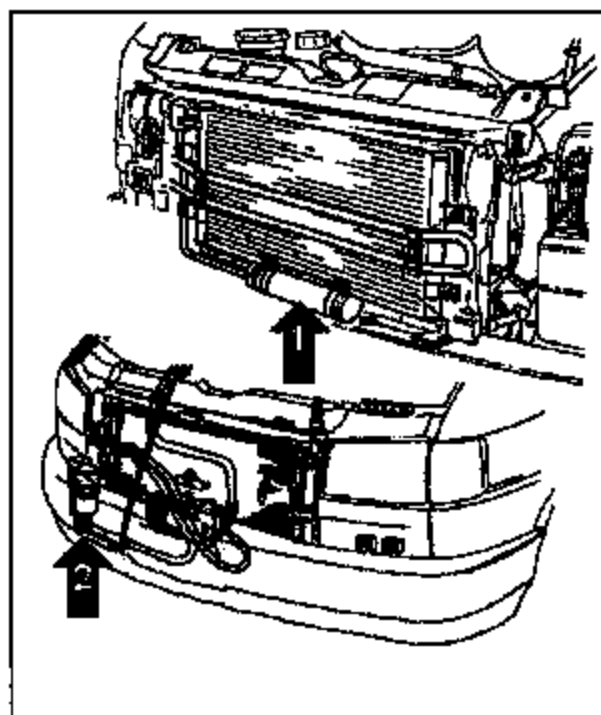
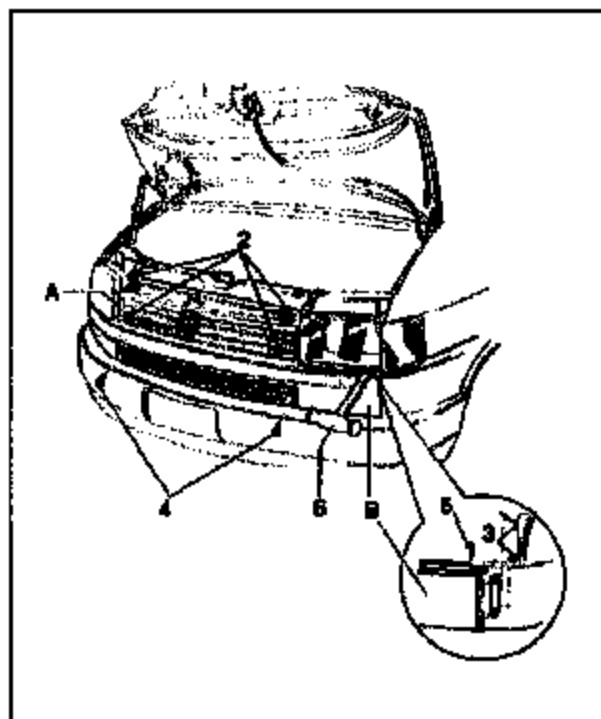


⇐ T10253 - Latch tool with bolts



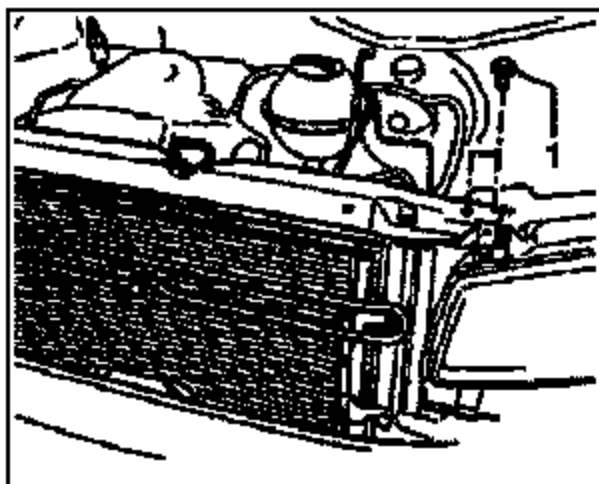
⇐ VAG 1885 Refrigerant recovery / recycling / recharging Unit or Kent Moore ACR4 or equivalent

Work Sequence

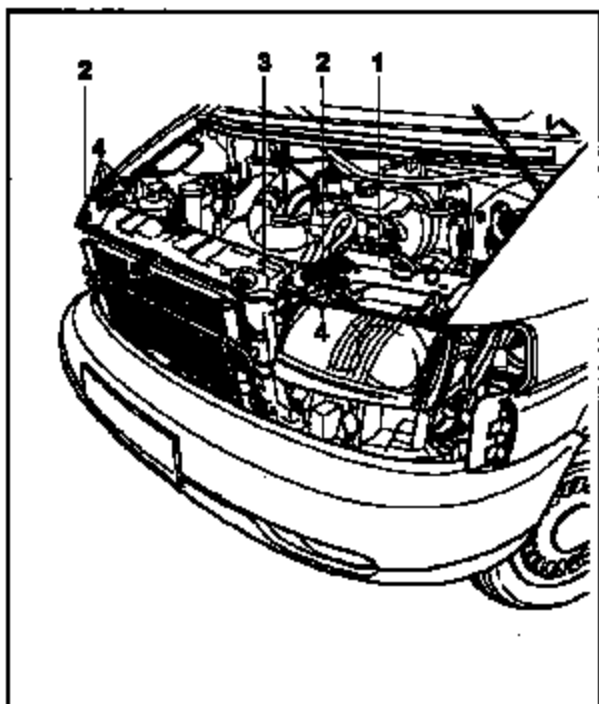


SECTION A – Radiator Fans Replacement

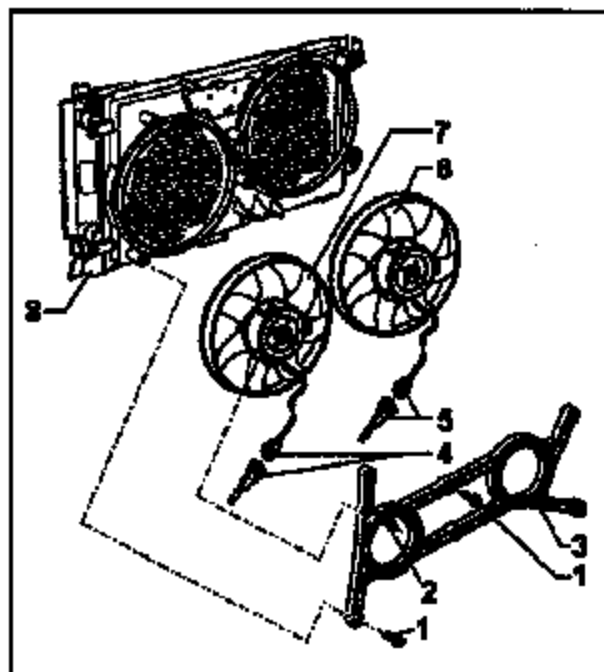
- Obtain radio code and record radio preset stations
- Open hood and remove engine compartment and battery cover
- Disconnect the ground (GND) cable from the battery
- Remove screws securing coolant bottle and move coolant bottle aside
- ⇐ Remove screws -2- and remove radiator grille -A-
- Remove left and right turn signal lights
- ⇐ Remove screws -4- and -5-
- ⇐ Use special hook tool 3370 -6- and pull trim panel -B- off guide tabs -3- on left and right sides
- If the vehicle has a headlight washer system with sprayers in the trim panel, remove sprayers
- ⇐ Check and make note if the A/C receiver drier -1- is located under the A/C condenser (horizontal position) or if the A/C receiver drier -2- is located under the front bumper (vertical position)



- ⇐ Remove lock carrier bolts -1- on left and right sides



- ⇐ Pivot the lock carrier -3- with radiator in the forward direction -arrow-
- ⇐ Attach latch tool T10253 -2- between lock carrier -3- and mounting panel for headlight -1- on both left and right sides using bolts -4-

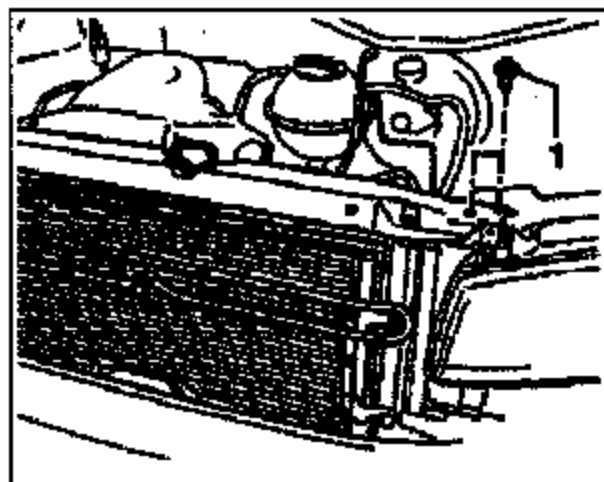


- ⇐ Mark radiator fan connectors -4- & -5- for reassembly, remove connector holding clips and disconnect connectors
- ⇐ Remove six screws -1- and carefully remove radiator fan holding bracket with radiator fans and place on a clean work bench

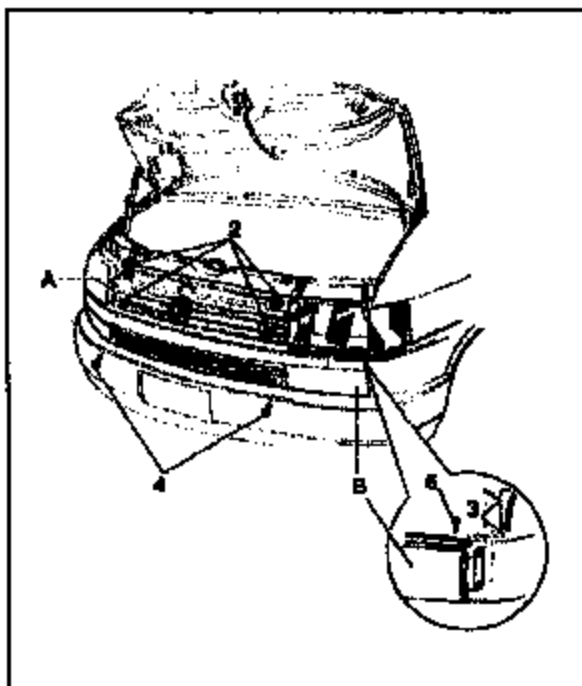
- ⇐ Remove six nuts -2-, open wire harness holding clips and remove both radiator fans -6- and -7- from fan holding bracket -3-
- ⇐ Install two new radiator fans from repair kits (100 959 455 N) into radiator fan bracket, secure with nuts -2- and tighten to 10 Nm (7 ft. lbs.)
- ⇐ Close wire harness holding clips, reinstall radiator fan bracket, secure with bolts -1- and tighten to 10 Nm (7 ft. lbs.)
- ⇐ Reconnect electrical connectors -4- and -5-

IMPORTANT! Make certain connectors are connected correctly; otherwise, the fans will run backwards.

- Remove latch tool T10253



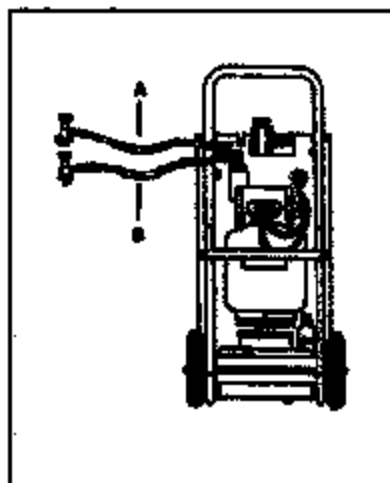
- ⇐ Pivot the lock carrier with radiator back into position
- ⇐ Secure lock carrier with bolts -1- on left and right sides and tighten to 10 Nm (7 ft. lbs.)
- Reinstall coolant bottle and secure with screws



- If the vehicle has a headlight washer system with sprayers in the trim panel, reinstall sprayers
- ⇐ Reinstall trim panel -B- by pushing onto guide tabs -3- and secure with screws -4- and -5-
- ⇐ Reinstall radiator grill -A- and secure with -2- screws
- Proceed to SECTION B

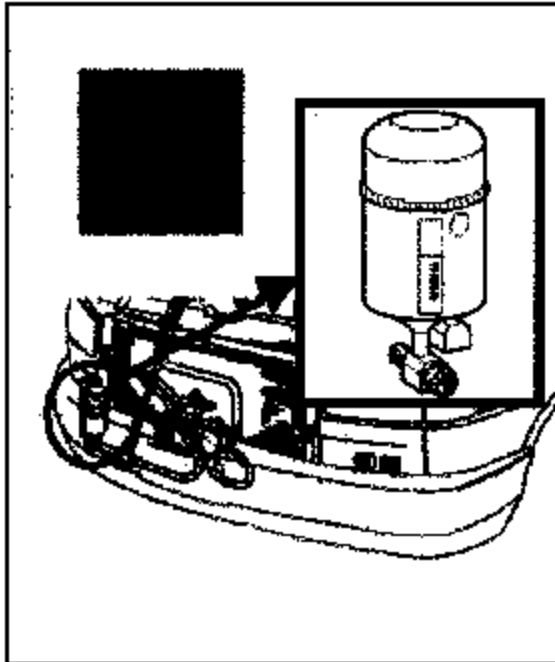
SECTION B – Air Conditioner Refrigerant Recharge

- If the air conditioning system does not function, reconnect negative battery cable (GND) to the battery and tighten to 5 Nm (44 in. lbs.)
- Activate radiator fans and check the fan rotation for correct airflow (*Hold a thin piece of paper in front of the radiator grille to determine the airflow direction*)
- Proceed to SECTION C
- ⇐ If the air conditioning system functions, use the VAG 1885 Refrigerant recovery / recycling / recharging unit, connect the red high-pressure hose -A- to the high side fitting on the vehicle and open the coupler valve
- ⇐ Use the VAG 1885 Refrigerant recovery / recycling / recharging unit, connect the blue low-pressure hose -B- to the low side fitting on the vehicle and open the coupler valve

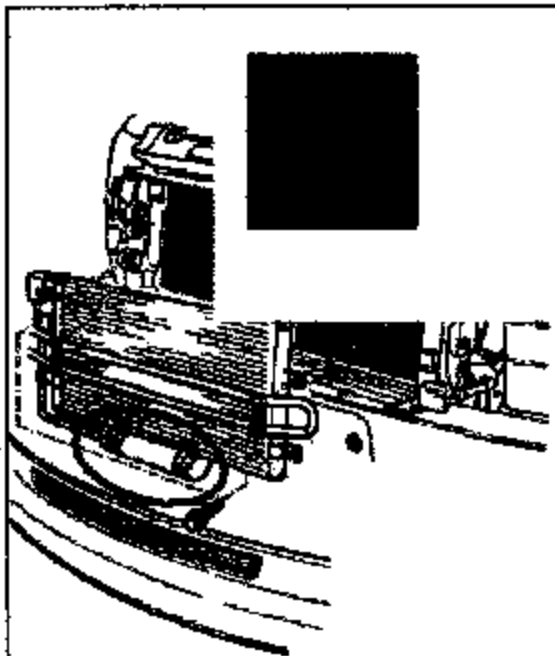


CAUTION: ALWAYS FOLLOW THE MANUFACTURER'S INSTRUCTIONS WHEN USING A REFRIGERANT RECOVERY / RECYCLING / RECHARGING UNIT

- Following the refrigerant recovery / recycling / recharging unit manufacturer's instructions, discharge A/C system into refrigerant recovery / recycling / recharging unit

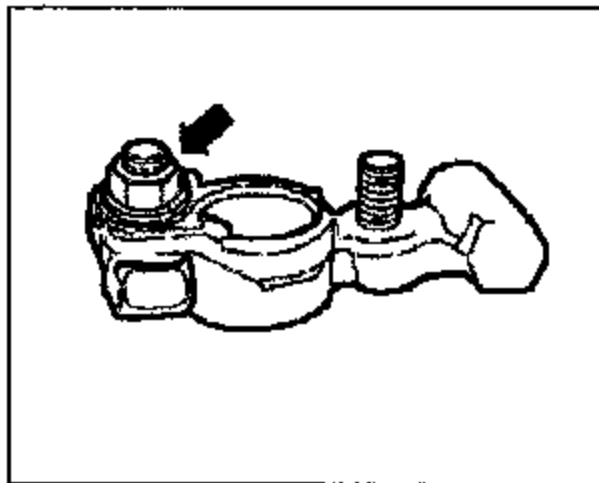


- ⇐ If vehicle has a vertically mounted A/C receiver drier, charge the refrigerant system with 1350g +50 of R-134a



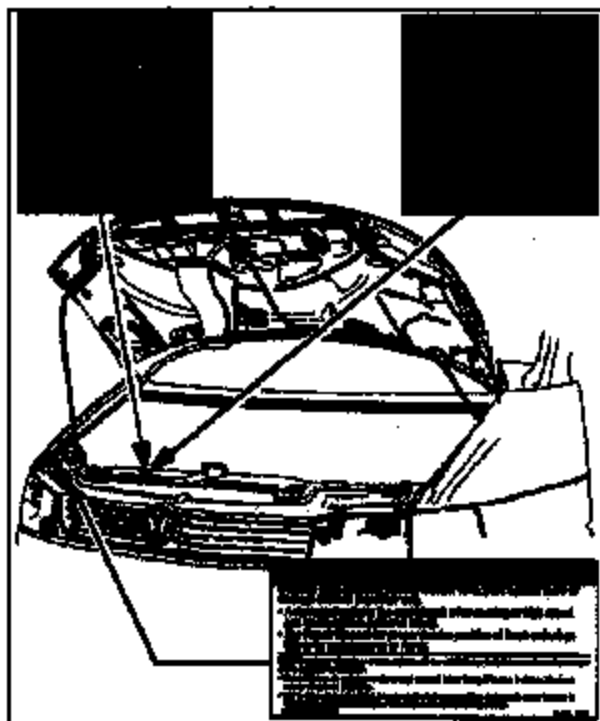
- ⇐ If the vehicle has a horizontally mounted receiver drier, charge the refrigerant system with 1150g +50 of R-134a

- After system recharge, manually rotate A/C compressor approximately 10 turns before starting the engine



- ⇐ Reconnect negative battery cable (GND) to the battery and tighten to 5 Nm (44 in. lbs.)

- Start engine with A/C OFF. After idle speed has stabilized, switch A/C ON and let engine idle (compressor running) for a minimum of two minutes before raising the engine speed
- While the radiator fans are activated, check the fan rotation for correct airflow (*Hold a thin piece of paper in front of the radiator grille to determine the airflow direction*)
- Turn Ignition switch to the "OFF" position
- Disconnect the VAG 1885 Refrigerant recovery / recycling / recharging unit from the vehicle
- **Proceed to SECTION C**



SECTION C – Affixing Labels

- Thoroughly clean the surface area of and around the current AC refrigerant quantity label located on the lock carrier
- ⇐ If the vehicle has a horizontally mounted receiver drier, remove backing on a new AC refrigerant quantity label for 1150g and affix label over the existing label -arrow-

IMPORTANT! When affixing new label, press label from center to outer edge to ensure that no bubbles appear under the new label

- ⇐ If the vehicle has a vertically mounted receiver drier, remove backing on a new AC refrigerant quantity label for 1350g and affix label over the existing label -arrow-
- ⇐ Thoroughly clean the horizontal surface area of the right headlight mounting panel (metal surface above the headlight)
- ⇐ Remove backing on a new Warning / Avertissement label (ZVW 010 002) and affix to headlight mounting panel -arrow-

- Reinstall engine compartment and battery covers
- Activate radio code and set radio preset stations
- Set the correct time on the clock
- Destroy and properly dispose of removed parts, including remaining labels from the repair kits